

a second two-way data link between the proxy server and the light computerized device used by the remote agent;

characterized in that the proxy server, by the software suite, upon establishing a connection over the second data link, ascertains hardware and software characteristics of the light computerized device, establishes a connection to a workstation at the communication center over the first two-way data link at direction of the light computerized device, whereby the light computerized device has full access to all data systems and is capable of operating all software available at the communication center from the workstation on behalf of and according to direction from the light computerized device, transforms the data and results of the software operations into a form useable by the light computerized device, and transmits the transformed information to the light computerized device via the second two-way data link.

2. (Unchanged) The system of claim 1 wherein the light computerized device is one of a hand-held computer, a personal digital assistant, a portable laptop computer, and a cell telephone.

3. (Unchanged) The system of claim 1 wherein the proxy server is a LAN-connected server in the communication center, the first two-way data link being the communication center LAN.

4. (Unchanged) The system of claim 3 wherein the second two-way data link is one of a dial-up telephone connection, a wireless connection, or a data-packet connection via the Internet.

5. (Unchanged) The system of claim 1 wherein the proxy server and the light computerized device each execute an instance of a Nano-browser enabling

Internet Protocol communication over the second data link.

6. (Once Amended) In a communication center having agent workstations, a method for enabling a remote agent, using a light computerized device having insufficient power to operate as a workstation of the communication center, to access and operate as an agent with full access to data and software tools of the communication center, the method comprising the steps of:

- (a) establishing a connection between the light computerized device and a proxy server over a first two-way data link;
- (b) ascertaining hardware and software characteristics of the light computerized device over the established connection on the first data link;
- (c) establishing a connection between the proxy server and the workstation at the communication center over a second two-way data link at direction of the light computerized device;
- (d) accessing, from the workstation, all data systems and software available to the workstation at the communication center on behalf of and according to direction from the light computerized device;
- (e) transforming the data and results of the software operations into a form useable by the light computerized device, and transforming the data and commands from the light computerized device to a form useable by the software operations; and
- (f) transmitting the transformed information to the light computerized device from the software operations at the communication center and to the software operations from the light computerized device via the first two-way data link.

7. (Unchanged) The method of claim 6 wherein the light computerized device is one of a hand-held computer, a personal digital assistant, a portable laptop computer, and a cell telephone.

8. (Unchanged) The method of claim 6 wherein the proxy server is a LAN-connected server in the communication center, the second two-way data link being the communication center LAN.

9. (Unchanged) The method of claim 8 wherein the first two-way data link is one of a dial-up telephone connection, a wireless connection, or a data-packet connection via the Internet.

10. (Unchanged) The method of claim 6 wherein the proxy server and the light computerized device each execute an instance of a Nano-browser enabling Internet Protocol communication over the second data link.